

Online Coaching for Information Needs

CONNECTING

Online coaching involves interaction between the information specialist and the information user in an online learning environment. A client-centred HILL (Huittinen Interactive Lecture and Learning) environment is a unique technical and pedagogic approach to learning. The WebEx-based HILL can be used to share materials, to seek information, to edit documents and to transfer voice and image.

COACHING

The SAMK library created a personalized digital service eINFOpoint. The customer and information specialist seek information together at the HILL environment. The students make an appointment when they need to find material for an assignment or thesis. The client can make an appointment at the service desk, by e-mail or in the on-call appointment room online.

The online learning environment provides coaching independent of place and creates flexibility in the use of services. Online meetings can take place in the evenings or weekends depending on the customer's needs. Digital services extend the library services to the customer's home and work place.

COOPERATING

Online coaching takes place between the information specialist and the student. Also the teacher of the course can join the meeting. Even several professionals can participate in the coaching session to share their knowledge. Coaching can also be delivered to a student group. The cooperation with the teachers integrates the library into the teaching.

